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## **Letter of transmittal**

We would like to express our deepest gratitude to our SSC102 instructor, miss Dang Thi Ngoc Huyen for guiding and supporting us immensely during the period of our project. With your guidance, our team always feel confident to complete our milestones. Not only knowledge, Ms. Huyen also shared with us many valuable lessons when encountering unexpected problems arise. We believe that it is the most important factor leading to the success of the project.

We also thank for other teachers, students at the Hoa Lac facility in helping us during our project duration.

We believe that what we have accomplished will bring a meaningful tools for your path to mastery of the English language. Thank you for everything!

-        The English handbook team        -

## Executive summary

Our project is Handbook for learning English. The purpose of our project is to help FPTU students improve their English skills by providing tips, methods and fundamental knowledge in our Handbook. We have interviewed students, made plan, done research and prepared the content carefully, so that we hope the handbook will bring the most benefit to FPTU students.

## 1. Introduction

### 1.1 Why we choose this topic

According to Wikipedia, a **handbook** is a type of reference work, or other collection of instructions, that is intended to provide ready reference.

Many students at FPT University are struggling with a continual and painful nightmare named “English”. As used-to English learners, we believe that English should not be such a problem. We believe that with the right method and perseverance, anyone can become good at English.

In addition, one of the members of our team has a deep interest in English and a working knowledge about many English teaching methods.

With all those humble experience and high passion put together, we all agree on creating an English handbook as an outcome for our project.

We hope this small project will provide some guidance as well as motivation for FPT University students to study English more easily and effectively.

## **1.2 Available handbooks on the market**

There are many types of handbook available today:

- Employee handbooks
- Business handbooks
- English language handbooks

English handbook in particular has many sub-types such as: writing references, reading comprehension, learning skills,... It also caters to a wide variety of audiences like first time learners, experienced learners, IELTS learners....

## **1.3 Benefits of handbook**

- Small size - portable: as the name suggests, a handbook is only as large as an average book, which easily stored in a bag and can be taken anywhere for reading without hassle
- Condensed and summarized information: information in a handbook has been selected and laid out in a way that is both concise and easy to lookup.
- Handbook are added with lots of images and texts formatted in catchy ways to attract readers, making it much less boring than reading a thick book with pages of text, especially for those who are easily distracted.
- Unlike a dictionary or encyclopedia, handbook are easier to mass produce and much cheaper, it can even be published online in different formats without the need for a publisher.

## **2. Procedures**

We define the procedure very carefully before starting the project. We divided the process into many small steps as below:

- Choose the product to make - Handbook for learning English
- Make plan:
  - + Plan for the schedule
  - + Plan for the gather information
  - + Plan for design handbook
- Survey students at FPT University about their English skills and their need for an English handbooks:
  - + Online: create google form and receive feed-backs
  - + Offline: interview students at FPT University
- Do research, gather information from survey and generate idea of the content which will be presented in the handbook:
  - + Design logo and slogan
  - + Design handbook layout
  - + Design handbook content
- Submit content for teacher to review
- Write proposal for project launch
- Contact relating people and write letters in standard format:
  - + Asking Mrs. HuyenDTT, SSC teacher, for project goal, range
  - + Asking ICPDP for sponsoring the project, advertising our handbook.
- Complete the content and format of the handbook
- Write final report

### **3. Finding**

We make use of two main methods for our research into English study habits of FU students, which are online surveys and personal interviews. Below are summaries of what we have found:

#### **3.1. Online survey**

We ask those who take our survey about their learning styles, which part of English they are most struggling with, and which methods are they applying in their study.

Here is a breakdown of approximately 100 responses we gathered through online survey (all respondents are FPT students):

- 50% describe themselves at lower intermediate level, while only
- 83% say English is important to their study and wants to improve their English
- Only 20% are studying English by themselves at home
- 30% say the main reasons they are struggling with English is due to laziness, while an approximate 25% say that they haven't found the right method to learn. The other 35% either lack in motivation, time or environment.
- 45% believe self-study is important to becoming successful English speaker.
- The skills 86% students find the hardest are speaking and listening. The same old reasons were given: lacking in "English environment"

#### **3.2. Personal interview**

- We interview 15 English learners around FPT with different levels of English
- Advanced learners say self-study is key to their English fluency while intermediate or lower level students say that they only rely on teachers or English centers for English learning and spend almost no time studying by themselves. If they do, they give up easily.
- 81% find English important to their current study and future career and have the intention of taking the IELTS test.
- 10 of 15 have gone to English center and 8 have positive thoughts on them

## 4. Analysis

- Based on online surveys and personal interviews and discussions with experienced teachers from English department, we found that students have a real need of improving their English and at FPT, that need seems to be strongly highlighted with immersion of English throughout all subjects and activities.
- Some of the reasons are intrinsic, while most of reasons students take for learning English are extrinsic and ambiguous., which are based on external factors such as for rewards from parents, for recognition or simply for passing subjects. And the problem with extrinsic motives is they don't last. Students first need to learn for themselves, for their own bright future, not for their parents or teachers or saving the world - whatsoever.
- Unlike science subjects where intelligence plays an important role, English requires persistence most and the longer you stick with it, with the right method of course, you can finally use English for whatever reasons you have.
- Many research have been
- We decided to change the mindset of English students first and spends half of our handbook on this, because when there is a will, there is a way. Later on, because laziness is a contagious disease that is hard to cure, we will focus on "improvable" individuals and give them a clear path for filling the gap in their English with a specifically defined goal action plan. Our method focuses on self-study as we believe "Students know themselves best" and they can devise the best plan for their study and adjust their time accordingly.

## 5. Community

- We have used the following teamwork to apply to our project:
  - + Job organization skills
    - We sat down during class hours to list the tasks and assign specific tasks for each person.
  - + Support skills:
    - We meet together to bring up the problems at work so everyone can help find the fastest way to solve it.
  - + Negotiation skills
    - We often make arguments to defend the ideas we make. goal to help people understand it the best way

## 6. Conclusions

- As we present above, a handbook for learning English is really helpful for students who want to improve their English skills conveniently at any time.
- Our team hopes that the product will greatly improve users' English proficiency or at least give them some insights on the all-time painful journey called "English".

### 6.1. Result of our works

- After collaborating with each other from start to finish, we can proudly say that our handbook has been completed and ready to be released to the general public to use. Early survey from the readers indicates while there are some rough parts here and there, the overall reception has been very positive.

### 6.2. How we worked

- Ms. Mien outlined the work and procedure needed to be done, and we divided the task based on each members' strength. Here are the summary, more details can be seen in the action plan.
- Mien: Analyze the data gathered from the survey, layout the main ideas of the handbook
- Phong: Prepare and distribute the survey
- Tung Anh: Assist Mien in the making of the handbook
- Ngoc Anh: design the cover and visual stuffs of the handbook
- Trung: Make and format report

## 7. Recommendations

We have some suggestions based on what we have talked about before:

- Open a product promotion day for our handbook to talk about the importance of knowing the way to learn English before learning English
- Handout this handbook for FPT University's student
- Use this handbook for learning program
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## 8. Reference

- Wikipedia: <https://www.wikiwand.com/en/Handbook>
- Kien Tran's IELTS Handbook: <https://kientranhandbook.com/>